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Technical Support Specialist

Over 44 years of success marketing retail POS systems to supermarkets throughout the United States, Caribbean and beyond is hiring a **Support Center Analyst**.

In this position you will be responsible for providing technical support via the phone and internet for our clients' retail systems.

Requirements:

- Strong IT technical background, including networking, OS, and application support
- Ability to handle multiple calls and situations and follow them through to a solution
- Strong verbal and written communication skills
- Able to work various shifts including weekends
- Minimum AAS degree, Bachelors preferred from accredited institution
- Minimum two years experience working in an IT support role
- Experience in supermarket operations a plus

Duties:

- Respond to support requests regarding computer software, hardware, or network operation to resolve issues.
- Read technical manuals, confer with users, determine recreate scenarios, test in lab environments, conduct computer diagnostics, work directly with hardware manufacturer and software development support teams
- Install software on users computers
- Document daily activity of all communication transactions, issues, and remedial actions taken
- Authoring training materials and procedures
- Presenting training to end users
- Evaluation of company products and services recommending improvements
- Provide good technical support customer service via phone calls or emails

Please email a resume and cover letter to careers@stcr.com. Salary based on experience. Full benefits package available.

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